

# SFY20 CQI Learning Collaboratives

## Kickoff Webinar

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AUGUST 13<sup>TH</sup>, 2019



# Agenda

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Please mute your phones 😊

- Learning Collaborative Overview, Timeline, Expectations
- Topic Overview:
  - Family Retention
  - Caregiver Depression
- Pre-Work Assignments
- Topic Selection
- Questions?



# Poll:

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In **one word** – How are you feeling about starting a new CQI process?



# CQI Learning Collaboratives

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## What is a Learning Collaborative?

- Structured CQI Process
- Focused on collaborative/peer learning
- Incorporate subject matter expertise
- Targeted improvement strategies
- Face-to-face learning opportunities (“Learning Sessions”), followed by periods of rapid cycle PDSA testing (“Action Periods”)

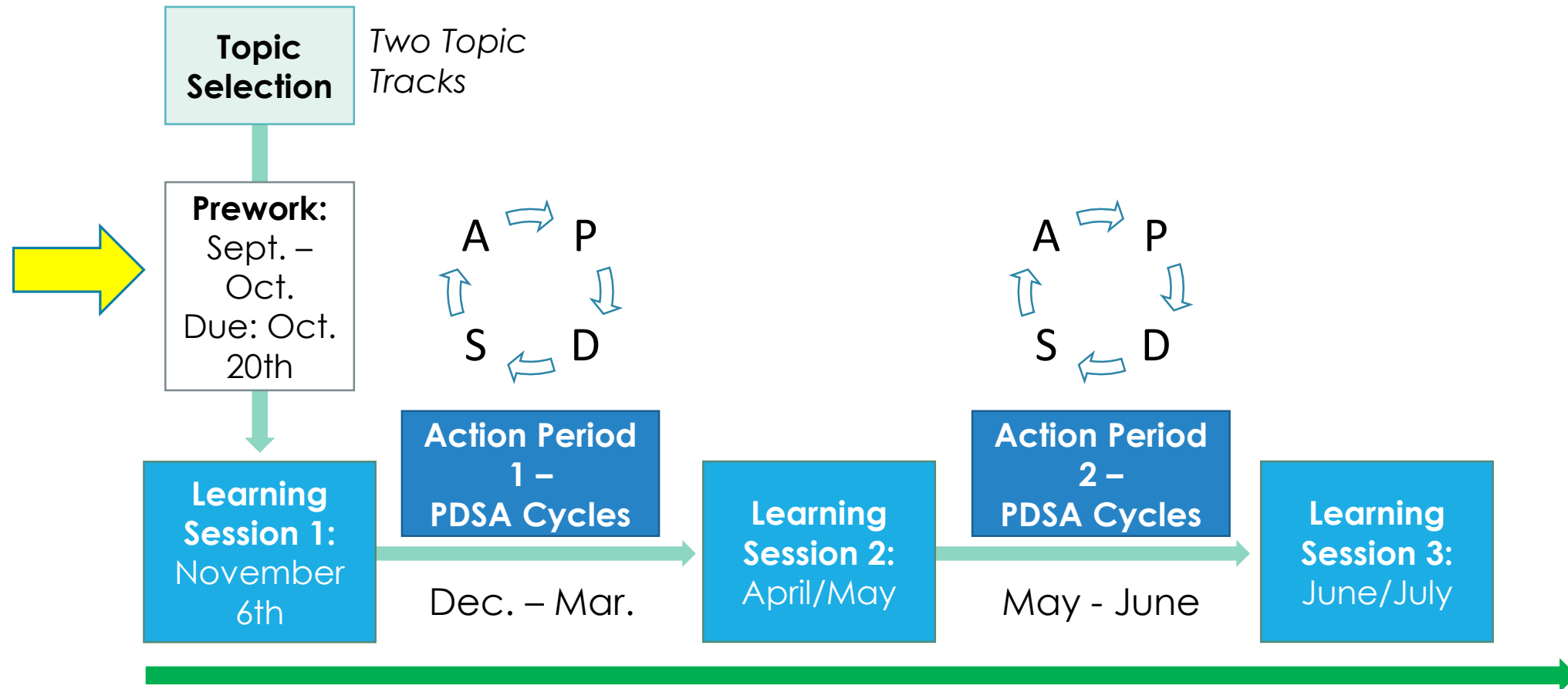
# Why a Learning Collaborative approach?

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## HVSA Objectives:

- Peer-to-peer learning
- Leveraging collective learning and improvements – don't need to “reinvent the wheel”
- More structured and supported process and materials
- Targeted content expertise support
- Topic alignment with Performance-Based Contract Milestones

# Learning Collaborative Timeline



July 2019 – June 2020

# Learning Collaborative Timeline

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- **September –October:** Prework
  - Due Oct. 21<sup>st</sup>
- **November** – Learning Session 1
  - All HVSA Program Meeting – Nov 6th
- **December** – March: Action Period 1
  - PDSA Reports and Data Trackers due on 20<sup>th</sup> of each month, beginning in January
- **April/May** – Learning Session 2 (TBD)
- **April – June:** Action Period 2
- **July** – Learning Session 3 (TBD - Virtual) - Celebration

*\*See HVSA Contract for more details*

# What to Expect - Participation

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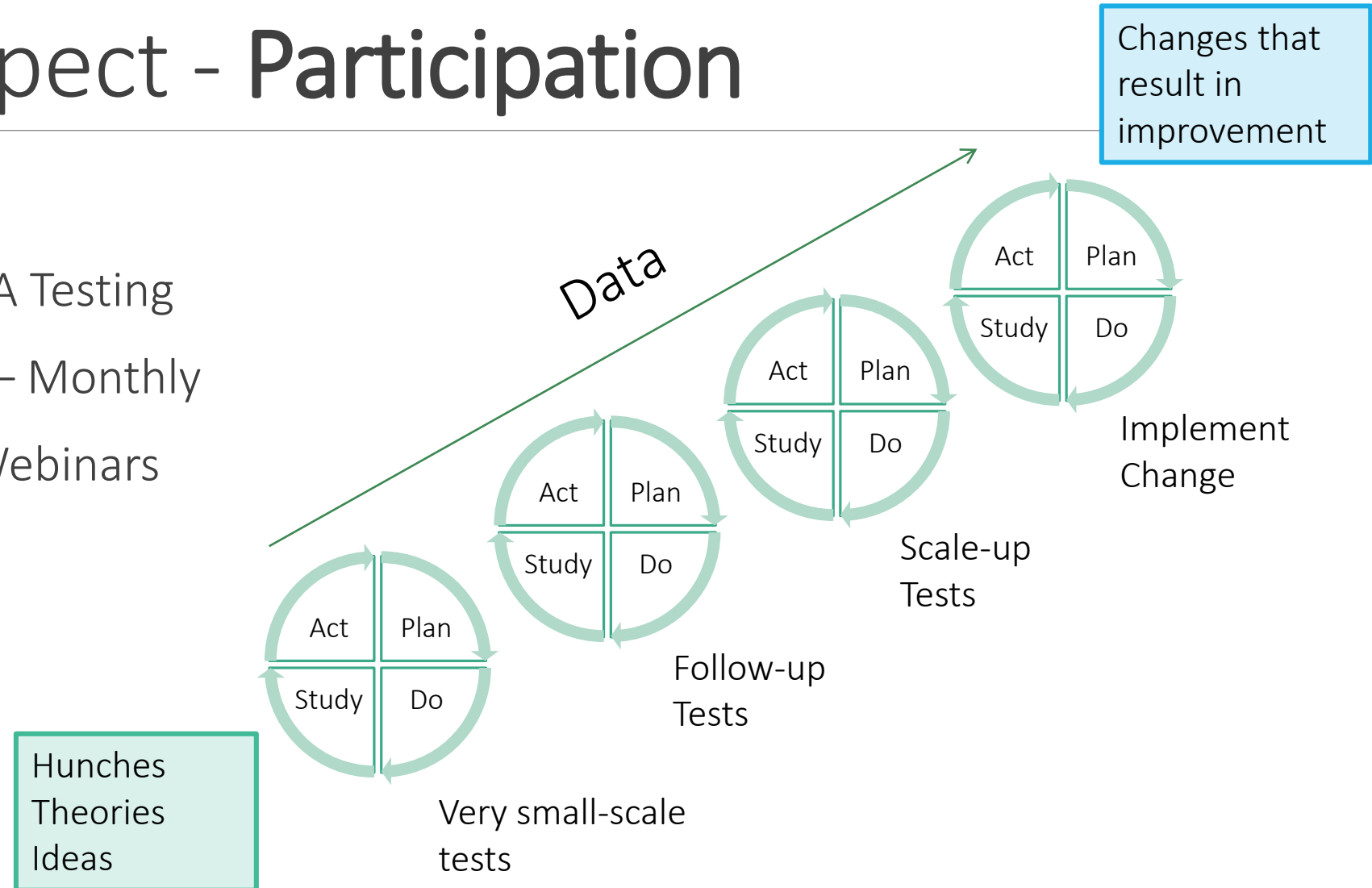
- **Pework** (Sept-Oct)
  - Reflect on current process/practice
  - Root Cause or Process Map activity
  - Storyboard
- **Learning Sessions**
  - Learning Session 1 – November 6<sup>th</sup>
  - ~3 hours
    - CQI Training
    - Subject Matter Learning
    - Prepare for first PDSA



# What to Expect - Participation

- Action Periods

- Rapid Cycle PDSA Testing
- **PDSA Reporting** – Monthly
- Monthly Topic Webinars



# What to Expect - Participation

- PDSA (Plan-Do-Study-Act) Reports:
  - Monthly Reports: Beginning **January 20<sup>th</sup>**
  - Similar to previous PDSA report templates – *a few revisions*

HVSA Plan-Do-Study-Act (PDSA) Planning Form		
Learning Collaborative CQJ Topic:	Caregiver Depression	
Agency:	Model:	Date:
Primary Driver:	<input type="checkbox"/> 1 - Competent, skilled, and trauma-informed workforce to address caregiver depression <input type="checkbox"/> 2 - Standardized and reliable processes for maternal depression screening and response <input type="checkbox"/> 3 - Standardized and individually-tailored process for referral, treatment, follow-up and education on mental health <input type="checkbox"/> 4 - Community partnership and linkage to services	
Secondary Driver:		
PDSA Cycle #		
Change Test		
NOTE: The following portion of the form can be completed in a few sentences or bullet points, please be as clear and specific as possible -		
Plan-Do-Study-Act (PDSA)		
Prediction	If we...  It will result in...	
Plan	Plan for this test: Start Date _____ End Date _____ Who/What/Where? Who is responsible? Tasks/Tools Needed to Complete Test: •	
Do	Was the test carried out as planned? What did you observe that wasn't part of the plan?	
Study	What did the data tell you? (include here any data that answers the question or prediction you sought to answer with this PDSA)  What did you observe?  What surprised you?	
Act	What changes are to be made to the process (decisions made/action to take)? <input type="checkbox"/> Adapt <input type="checkbox"/> Adopt <input type="checkbox"/> Abandon	

# What to Expect - Participation

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- Topic Specific Data Tracking - *More information to come*
  - Data for learning and decision-making
  - Data Visualization – see change over time
  - *Priority* – Meaningful data, Feasibility
- Monthly Data Updates – Beginning *January 20<sup>th</sup>*
- Data trackers/reporting templates will be provided/coded

# What to Expect - Supports

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- **Topic Materials:**
  - Project Charter
  - Key Driver Diagram + Change Package
  - Data Tracker
  - Topic Specific Resources
- Coaching/Technical Assistance
- Subject Matter Consultation
- Data Technical Assistance
- **Action Periods:**
  - Monthly Webinars
  - Monthly Action Period Reports
  - Basecamp

# Key Driver Diagrams

- Theory of Change
- Road map for improvement

EXAMPLE:

Aim	Primary Drivers	Secondary Drivers	Change Ideas
We will increase our 3 month family retention rate from <b>x% to y%</b>	1. Intensive and effective early engagement with newly enrolled families	1. Positive and welcoming recruitment process for all families 2. Offering culturally appropriate services 3. Increased frequency of visits in first three months 4. Early connection of families to resources	<input type="checkbox"/> Postcard introducing new home visitor to family (e.g. “baseball card with home visitor stats”)
Increase our 6 month retention rate from <b>x% to y%</b>			<input type="checkbox"/> Welcome kits/bags for families
Increase our 12 month retention rate from <b>x% to y%</b>			<input type="checkbox"/> Certificates/incentives to family’s for early completion of visits (e.g. scrapbook w/ photos of parent-child interactions, etc.)
			<input type="checkbox"/> Outreach materials specify family choice in home visit day/time/location in early intensive phase
			<input type="checkbox"/> Schedule back-up visits

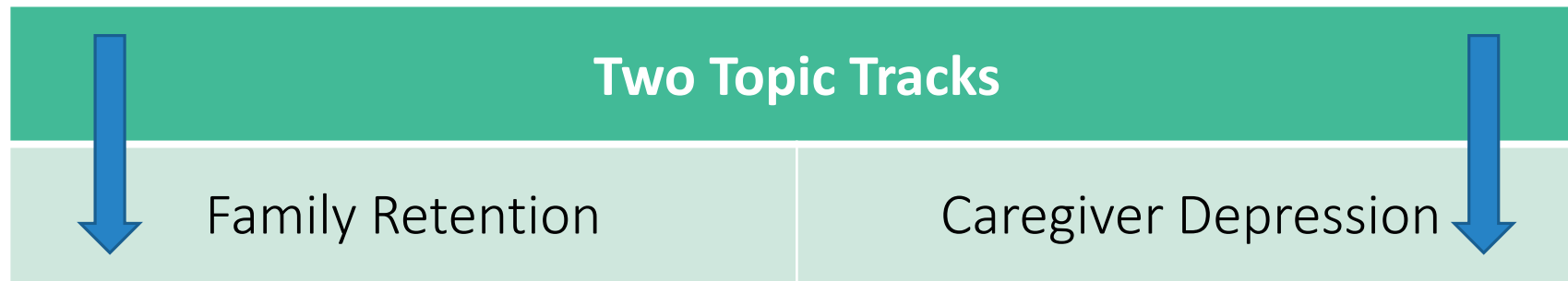
# Questions?

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# CQI Learning Collaborative Topics

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## Rationale

- HVSA Program Feedback and Voting
- Alignment with Performance Pay Milestones
- Potential for Improvement

# Family Retention

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## Why family retention?

- Increase our understanding of factors that contribute to retention
- Consider the continuum of program participation (enrollment to exit)
- Address barriers to program participation/engagement
- Improve our ability to meet the needs of enrolled families
- Reflect on “successful” completion



# Data Considerations

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- Results include data only from programs that submit data to the DOH SQL data system. Data from non-SQL sites will be added for the final analyses.
- Results are preliminary; analyses will be updated to reflect only programs participating in the respective CQI topics

# Family Retention Definitions

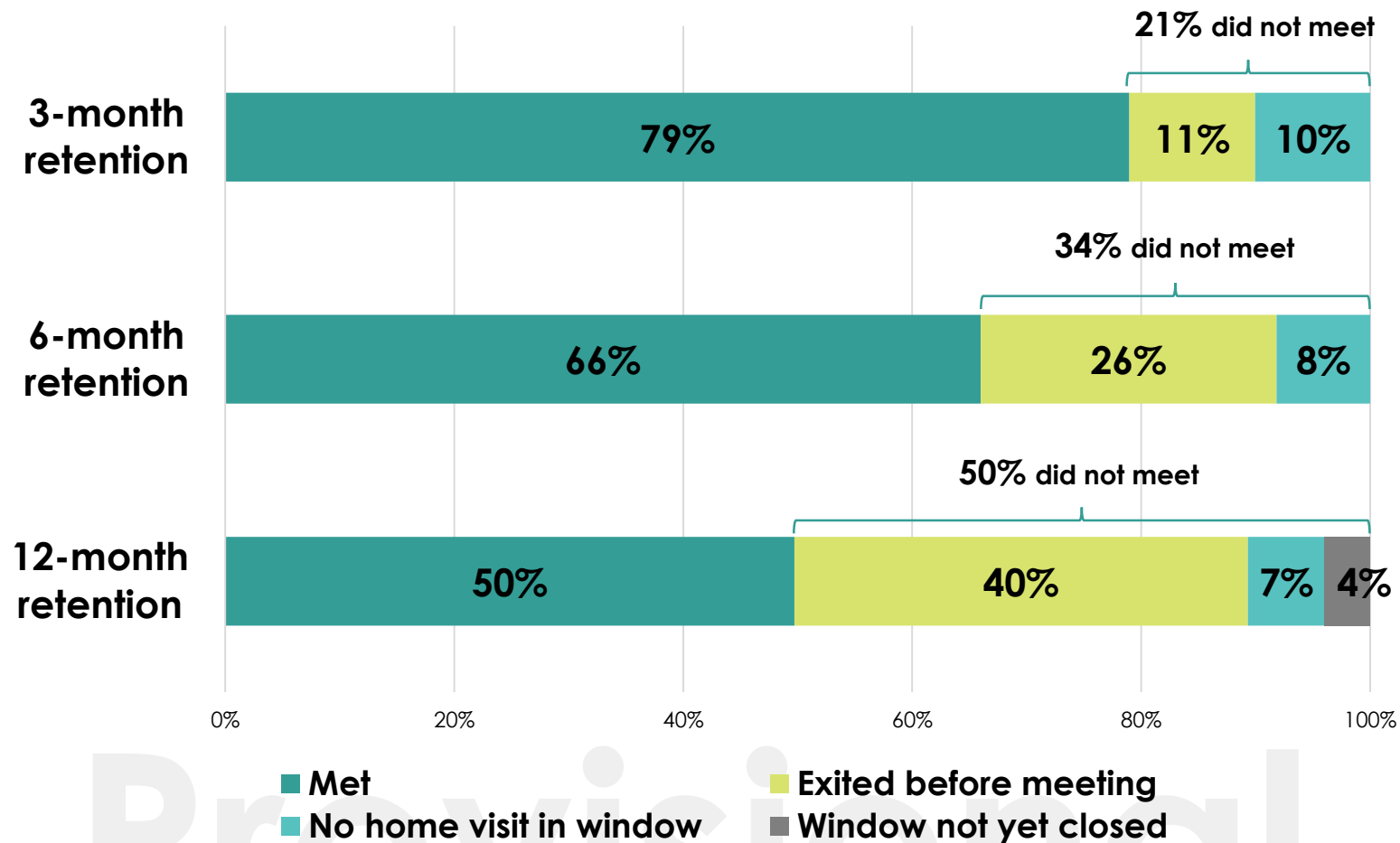
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Families included in the following analysis enrolled in SFY18 and were eligible for their 3, 6, and 12 month retention milestones in SFY18 or SFY19.

To meet the measure, the family must:

- Reach their enrollment milestone (3, 6, or 12 months), **AND**
- Not exit before the milestone date, **AND**
- Receive a home visit between 30 days before and 30 days after the milestone date.

# Family retention among NFP and PAT families that enrolled in SFY18



## Family Retention, SFY 2018 Enrollees



*3-month retention*



*6-month retention*



*12-month retention*

Provisional

# Family Retention Collaborative Aims

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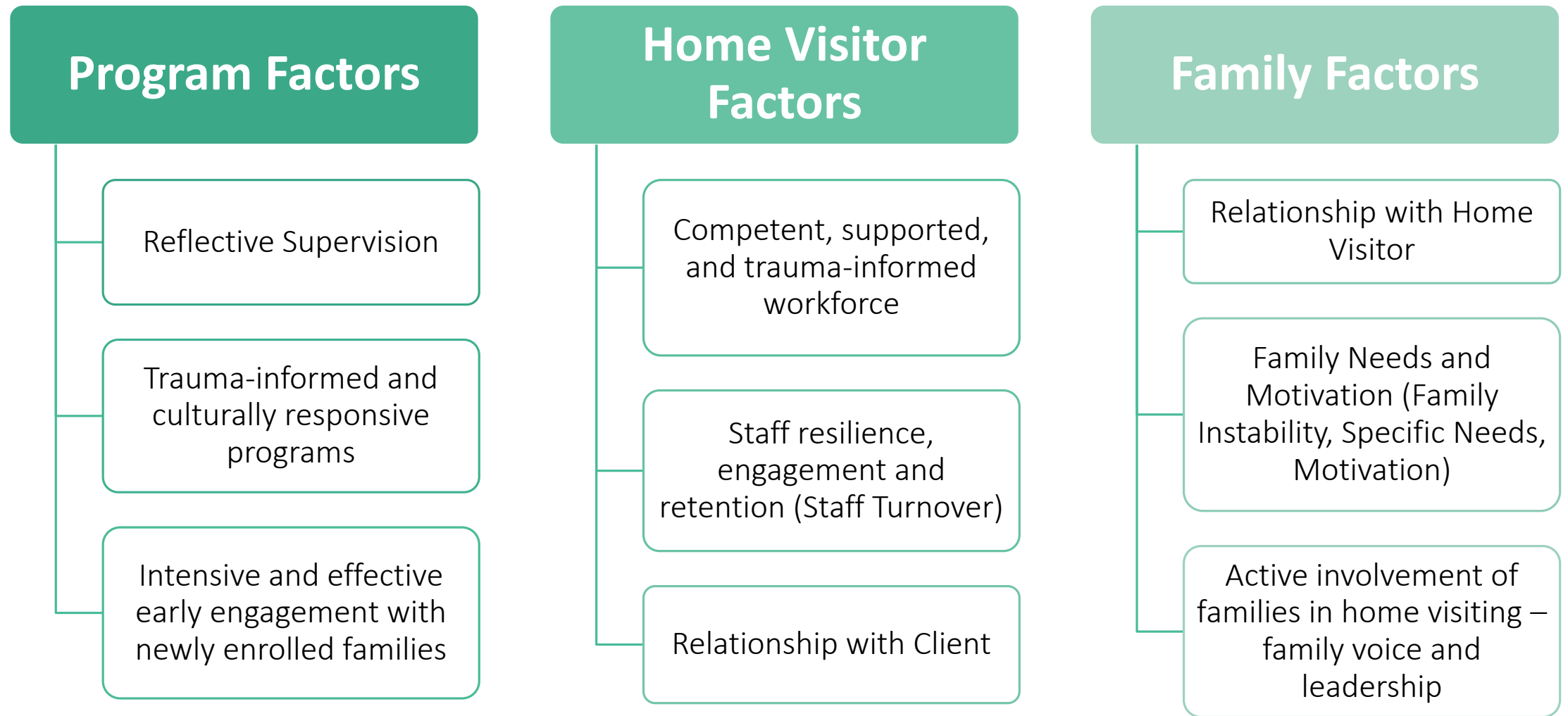
- Aligned with Performance Pay Milestones –
  - Milestone 1: # of participants who remain engaged in the program for 12 months after enrollment
  - Milestone 2: # of participants who remain engaged in the program for 18 months after enrollment
  - ParentChild+: # of participants who remain engaged in program for duration of year 1; Year 2
- Learning Collaborative: Focus on increasing earlier retention milestones →

## ***Preliminary Aim Statement:***

We will increase our **3-month** family retention rate from **X%** to **Y%**

Increase our **6-month** retention rate from **X%** to **Y%**

Increase our **12-month** retention rate from **X%** to **Y%**



# Family Retention Primary Drivers

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1	Competent, supported, and trauma-informed workforce
2	Supportive Home Visitor and Client relationship
3	Intensive and effective early engagement with newly enrolled families
4	Staff resilience, engagement, and retention
5	Engagement of family voice and leadership in home visiting

# Questions?

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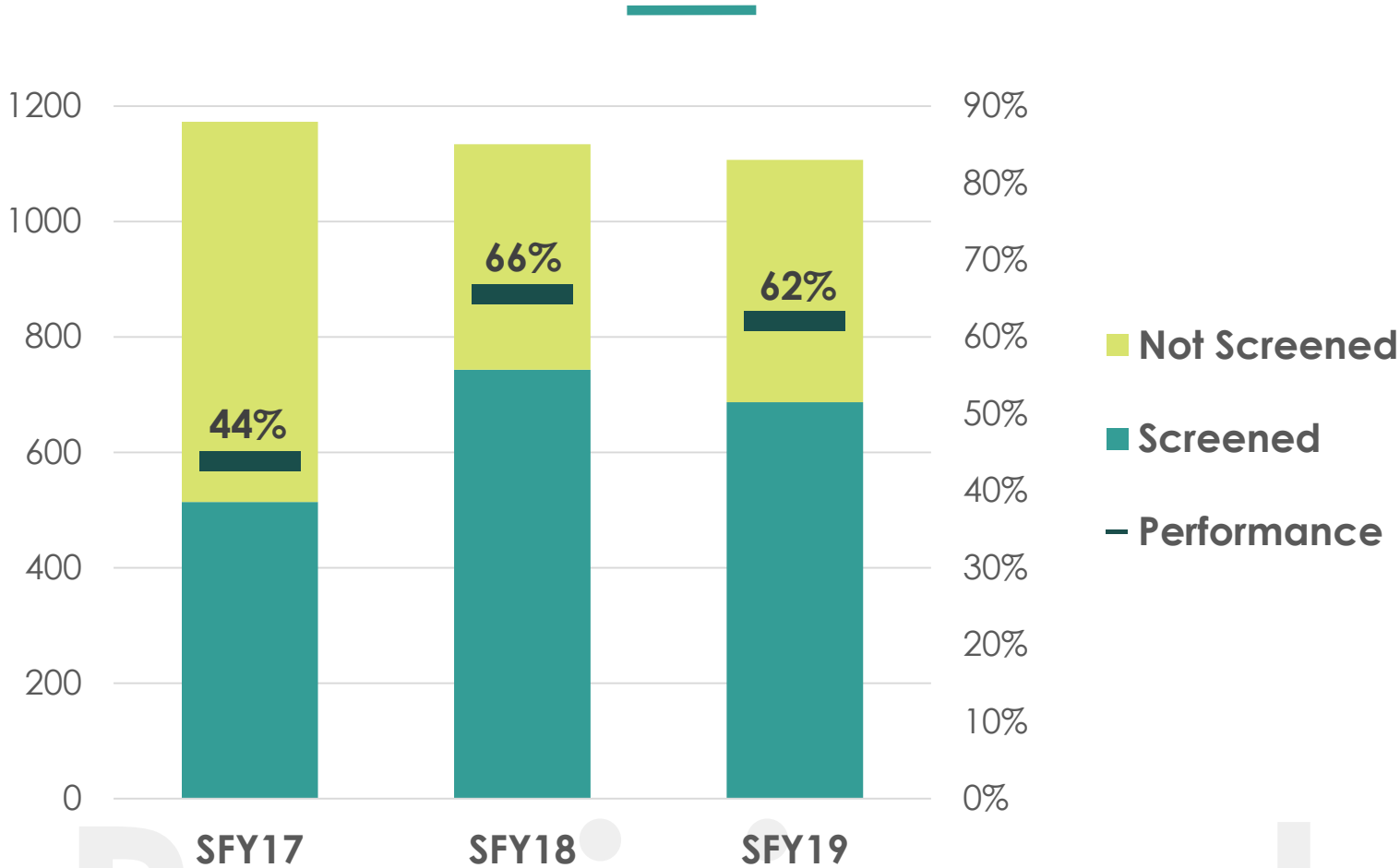
# Caregiver Depression

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## Why Caregiver Depression?

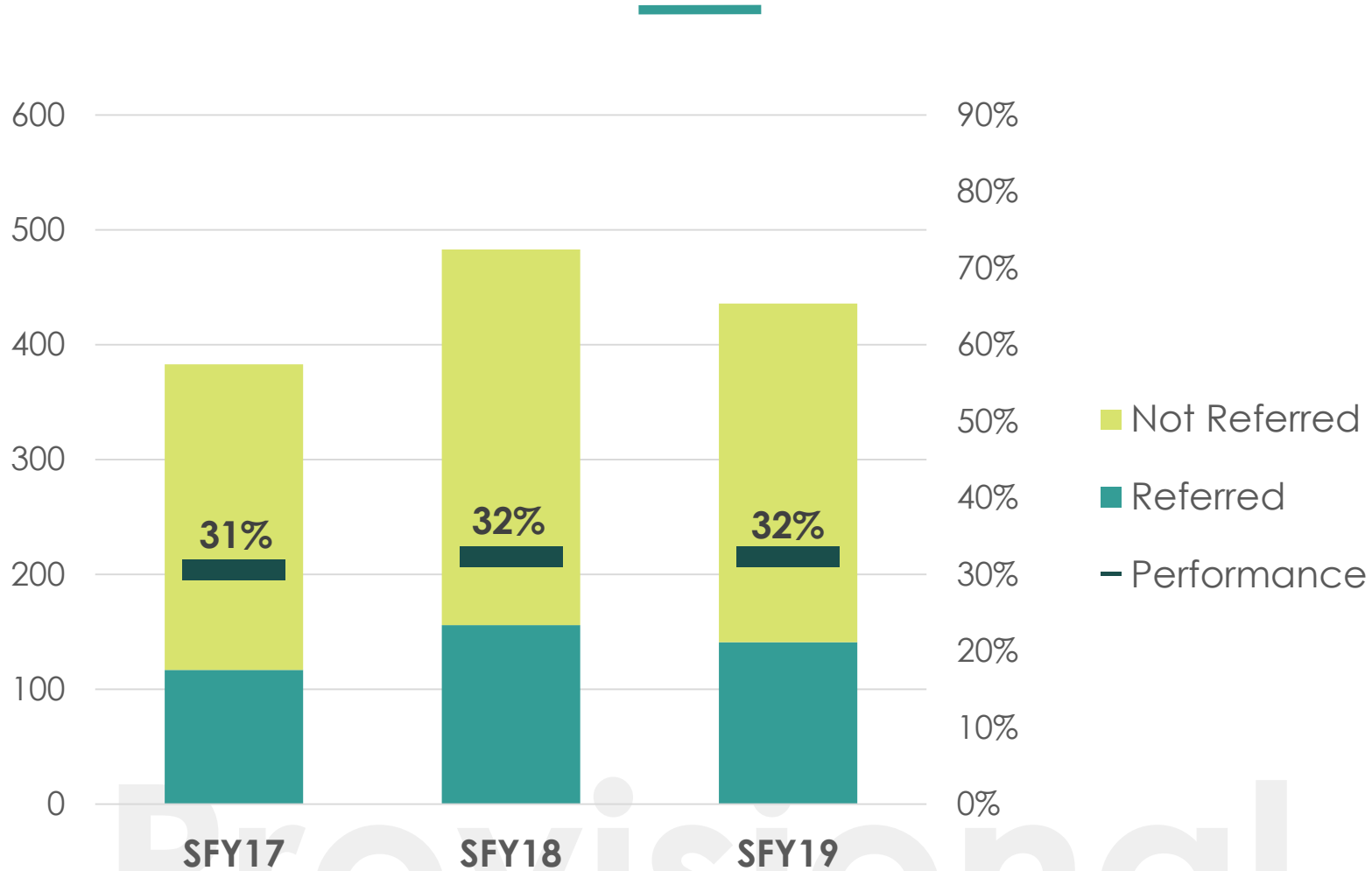
- Increase comfort, confidence, and capacity of Home Visitors to support families with mental health
- Identify best practices for PHQ-9 screening
- Effective strategies for referrals and connection to resources
- Examine the role/scope of Home Visitor in addressing mental health
- Address cultural, personal, or familial barriers (e.g. stigma, distrust, families with undocumented status)
- Explore periodicity of second screening (in alignment with Performance Pay Milestone)

# On-time Depression Screenings Completed by Year

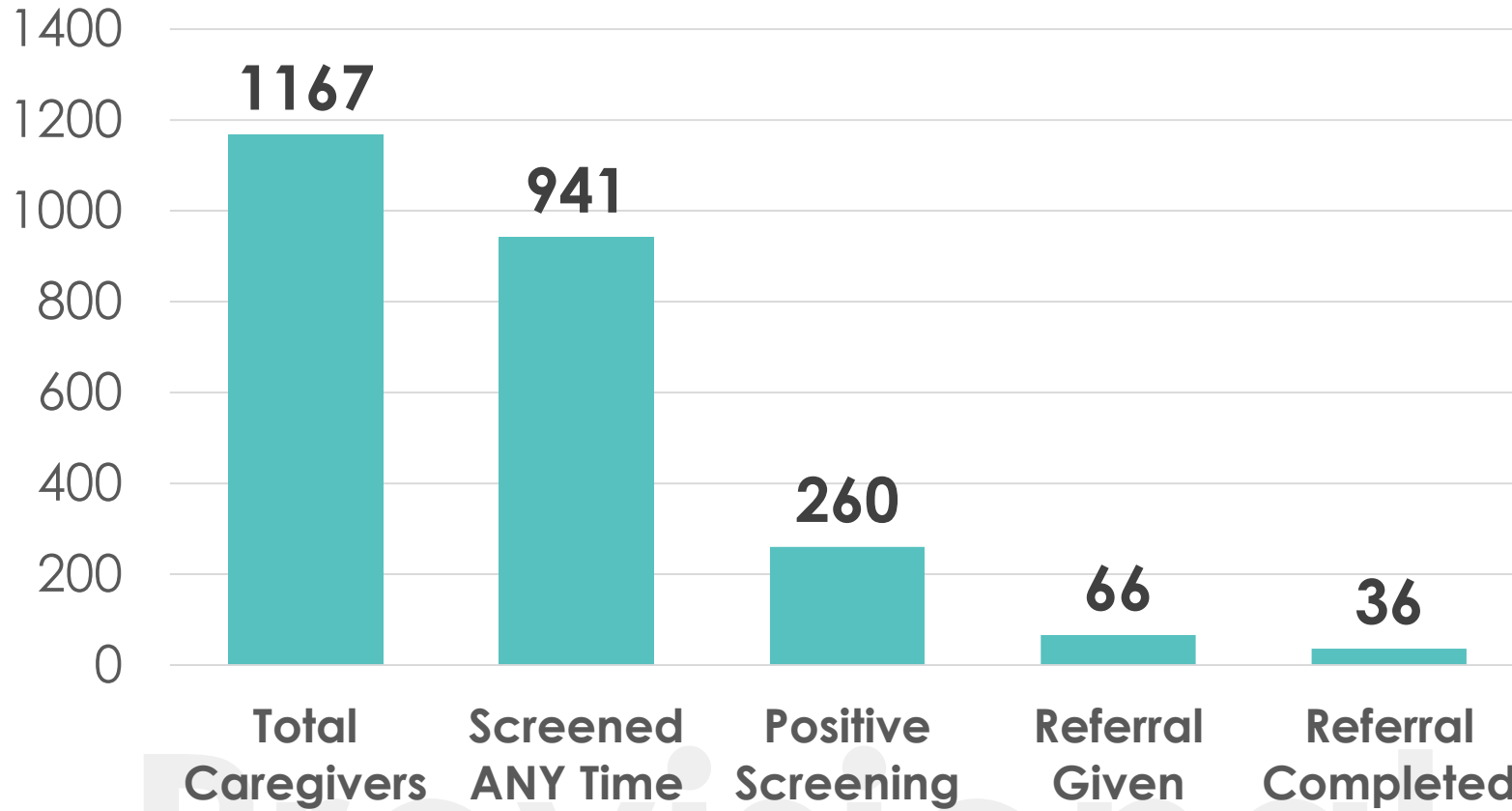


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# Depression Referrals Given or Completed by Year



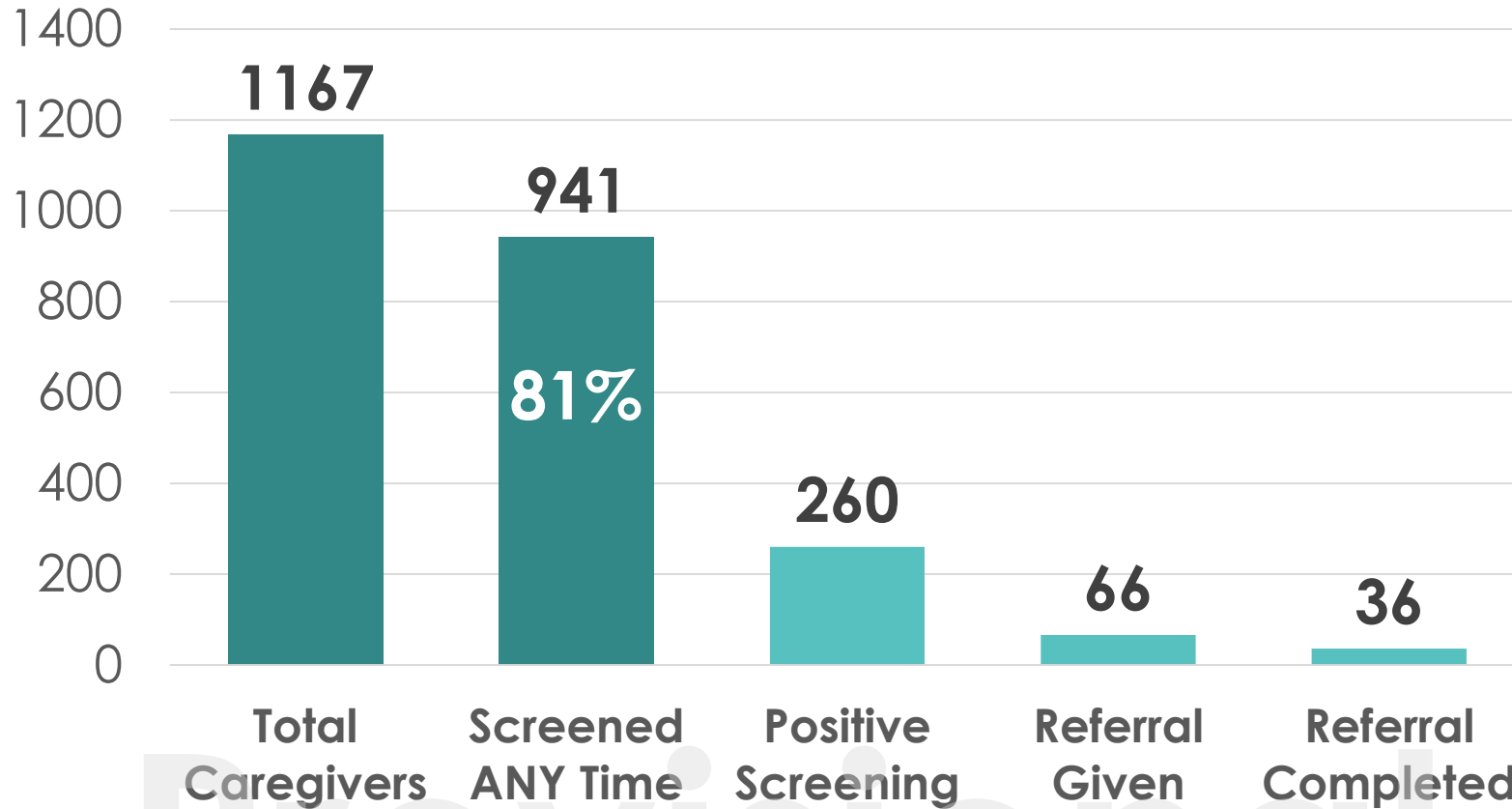
## Depression Cascade, SFY 2018



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Washington State Department of Health

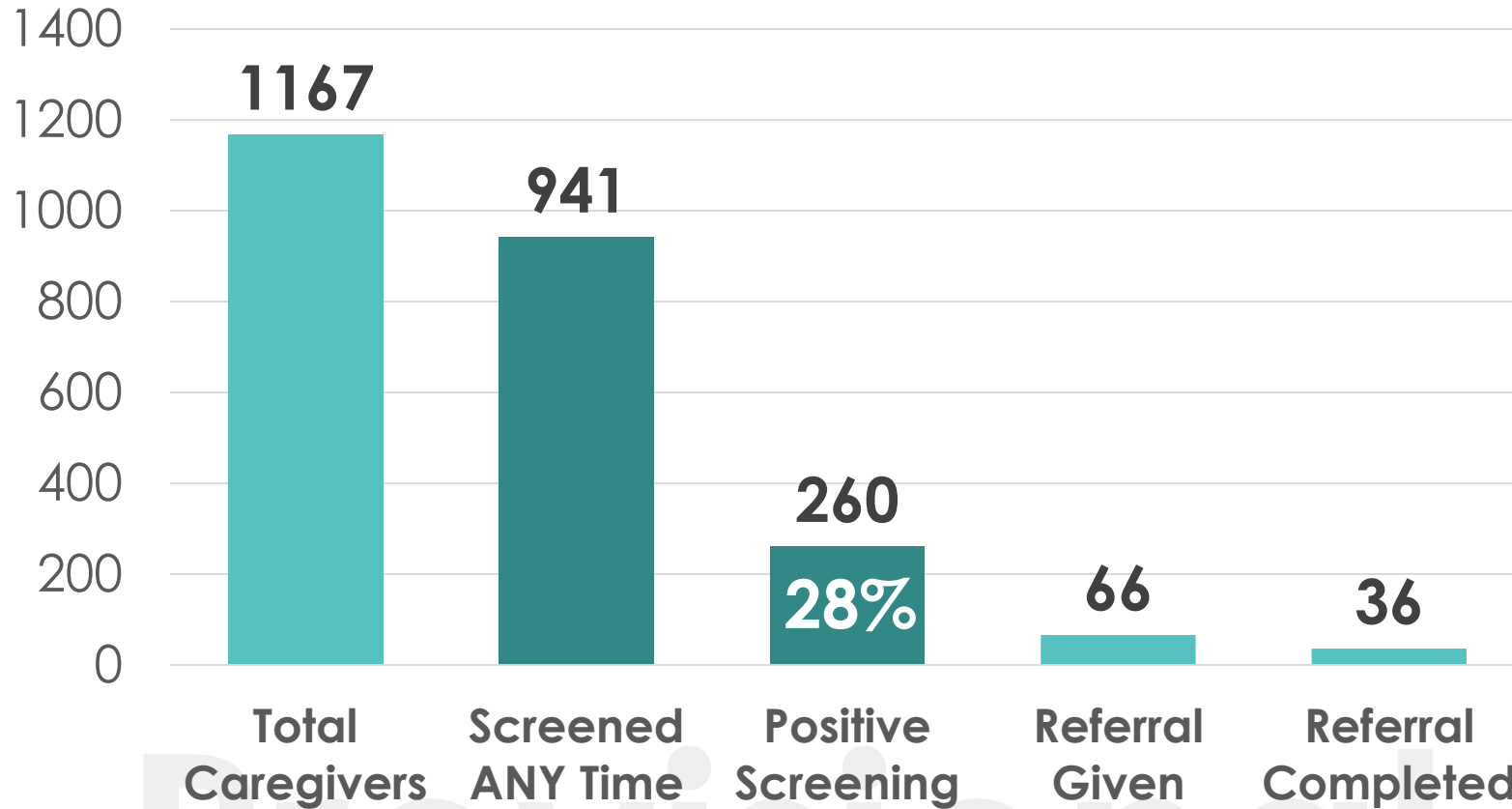
## Depression Cascade, SFY 2018



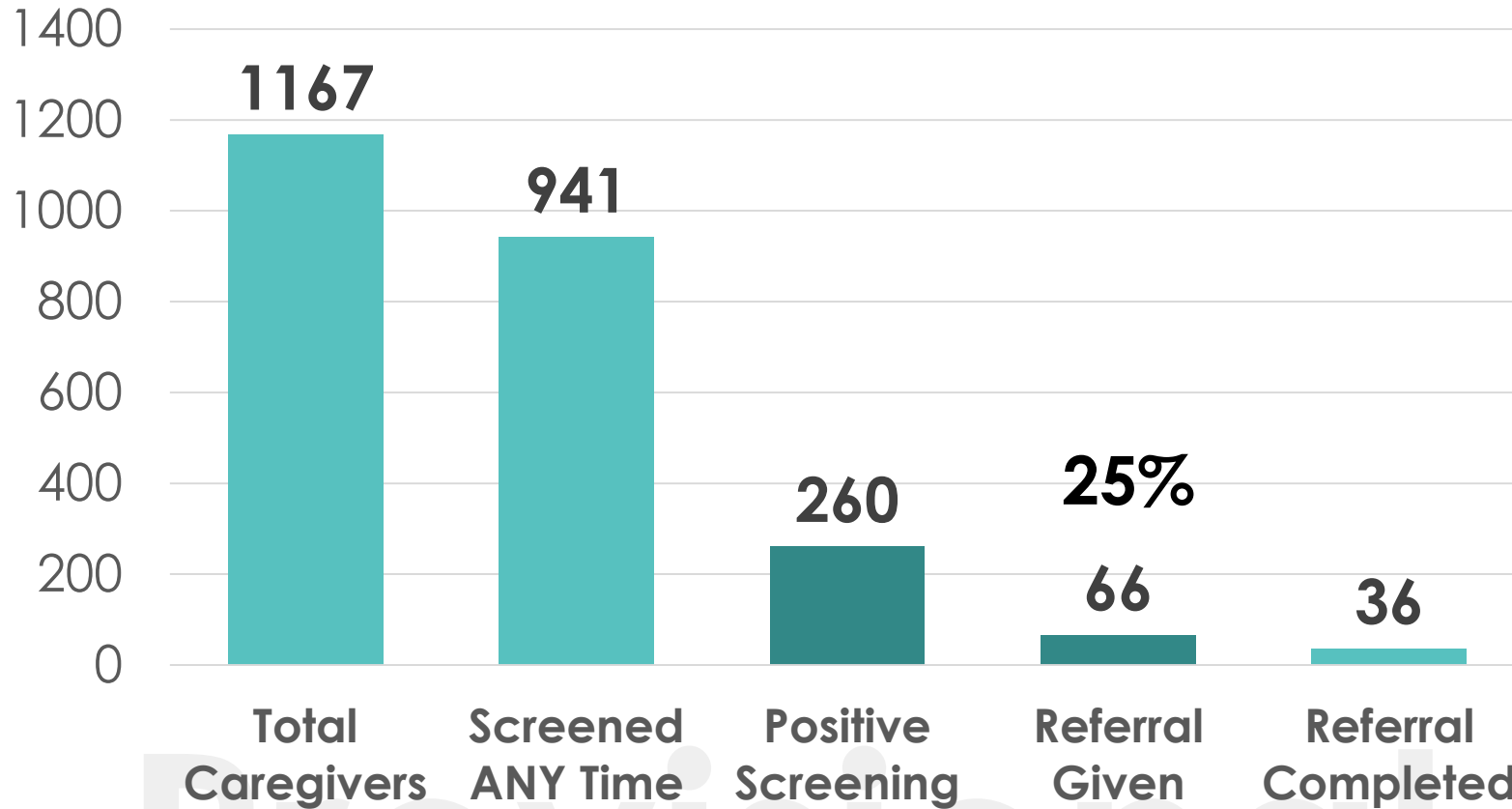
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Washington State Department of Health

# Depression Cascade, SFY 2018

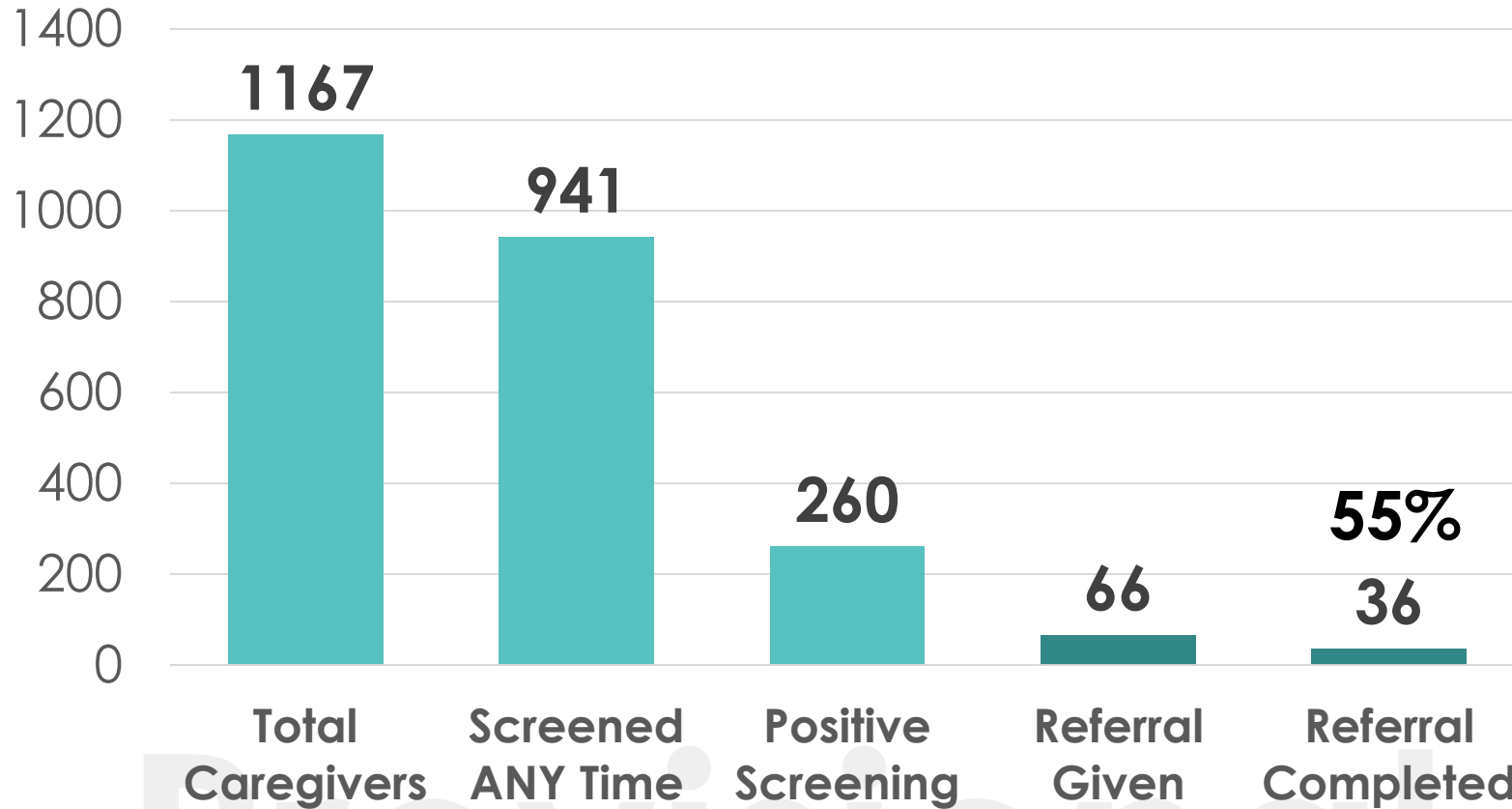


## Depression Cascade, SFY 2018



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## Depression Cascade, SFY 2018



Provisional

Washington State Department of Health



# Caregiver Depression Collaborative Aims

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## Stretch Aim:

**X%** of caregivers who screen positive for depression and access services will report an **X%** reduction in symptoms in 12 weeks (from first screening).

## Project Aims:

**Screening** - **X%** of all primary caregivers will be screened using the PHQ-9 within 3 months of enrollment or within 3 months of delivery (if enrolled prenatally)

**Referral** - **X%** of all primary caregivers who screen positive (any positive screen) will be referred to appropriate services OR already connected to services

**Service Connection** - **X%** of primary caregivers referred to mental health services will have at least one service contact

# Caregiver Depression Primary Drivers

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1	Competent, skilled, and trauma-informed workforce to address caregiver depression
2	Standardized and reliable processes for maternal depression screening and response
3	Standardized and individually-tailored process for referral, treatment, follow-up and education on mental health
4	Community partnership and linkage to services

# Questions?

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# Pework Activities

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## Purpose:

- Deepen understanding of the current system/processes
- Reflect on current strengths, barriers, and hopes for improvement
- Prepare for Learning Session 1 (November 6<sup>th</sup>)

Due: October 21<sup>st</sup>

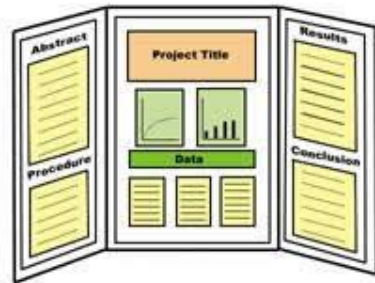
Support/Consultation Available



# Pework Activities

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Family Retention	Caregiver Depression
Review Project Materials <ul style="list-style-type: none"><li>• Project Charter</li><li>• Draft Key Driver Diagram</li></ul>	Review Project Materials <ul style="list-style-type: none"><li>• Project Charter</li><li>• Draft Key Driver Diagram</li></ul>
➔ Root Cause Analysis – Fishbone Diagram	Process Map
Team Reflection Exercise	Team Reflection Exercise
Team Storyboard	Team Storyboard



# Topic Selection

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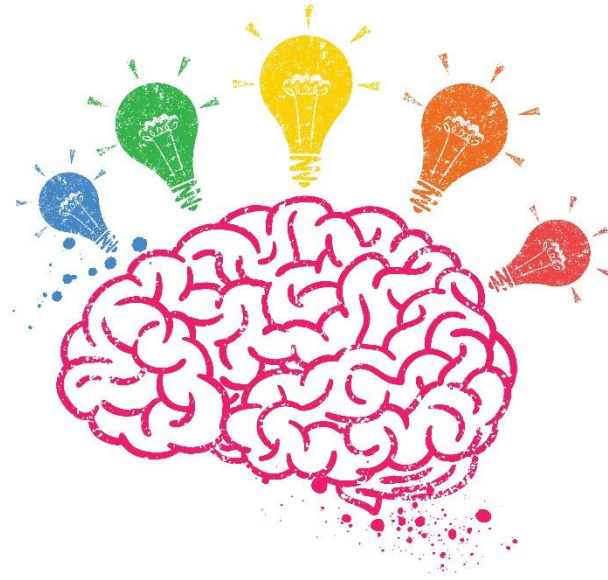
- Final Topic Selection Survey – **Due August 30<sup>th</sup>**
- Survey Monkey Link:

<https://www.surveymonkey.com/r/26BMDDW>

- Questions/Consultation:
  - For **program-level topic data** or **general consultation** reach out to Elisa Waidelich [elisa@thrivewa.org](mailto:elisa@thrivewa.org)

# Poll:

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# Questions?

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# Thank You!

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